

# ***Consumers Guide To Home Insurance***

*National  
Association of  
Insurance  
Commissioners*

## *About the NAIC...*

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The National Association of Insurance Commissioners (NAIC) is a non-profit association whose members are the chief insurance regulatory officials in all 50 states, the District of Columbia, and the U.S. territories. The primary responsibility of the state regulators is to protect the interests of insurance consumers, and the NAIC helps regulators fulfill that obligation in a number of different ways. This guide is one example of work done by the NAIC to assist states in educating and protecting consumers.

Another way the NAIC lends support to state regulators is by providing a forum for the development of uniform public policy when uniformity is appropriate. The NAIC's primary instruments of public policy are model laws, regulations and guidelines. These are developed at NAIC meetings for states' use. States may adopt the models intact or modify them to meet their specific needs and conditions.

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# ***Introduction***

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Home insurance is an expensive purchase for many Americans. This guide provides information on how to make decisions that can lower the cost of your home insurance and increase the value you receive.

Although home insurance is not required by law in most states, if your home is mortgaged, your lender may require the purchase of insurance on your home.

To get the best value for your money, you must take responsibility for your home insurance purchase and make your own decisions.

The coverages offered to homeowners are typically contained in a package of liability and property coverages. The Consumer Guide principally addresses the package of coverages found in a “homeowners” policy. It does not address the more limited offerings of fire and extended coverages. It does not address the state special programs established to meet special needs including availability. Contact your states insurance department for more detail about special conditions of programs in your state.

## **Why Buy Home Insurance?**

Owners: to protect both your house and personal property.

Tenants: to protect your furniture and other personal property.

Everyone: protection against liability for accidents that injure other people or damage their property.

# *Commonly Asked Questions*

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## **How Much Home Insurance Do I Need?**

- **Property Protection:** The better your coverage, the less you will have to pay out of your own pocket if disaster strikes.
- **Self Protection:** You need enough liability coverage to protect yourself from lawsuits resulting from your negligence.
- **Lender Requirements:** Your lender may require you to cover the house for at least the amount of the mortgage. This may be either too little or too much coverage for your individual circumstances. You are not required to purchase insurance from the insurer recommended by your lender.
- **Policy Requirements:** Insurers may impose some coverage requirements for replacement cost protection (see page 4).

## **What Affects Home Insurance Prices?**

- **Type of Construction:** Frame houses usually cost more to insure than brick.
- **Age of House:** New homes may qualify for discounts in some states. Some insurance companies either may not insure very old homes or offer a limited form of coverage.
- **Local Fire Protection:** Your home's distance from a fire hydrant and the quality of your local fire department determine your fire protection class.
- **Amount of Coverage:** The amount of coverage you buy for your house, contents and personal liability will affect the price you pay.

- **Deductible Amount:** Your choice of a higher deductible will reduce the price for home insurance.
- **Discounts:** In some states, insurers offer lower prices for such things as insuring your home and car with the same company and installing dead-bolt locks or alarm systems.

### **What Deductible Should I Choose?**

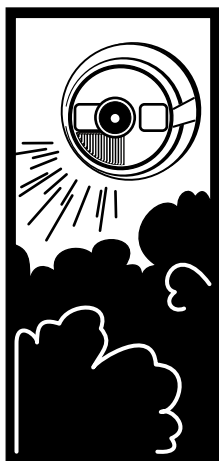
- The deductible applies only to coverage on your house and personal property. It is the amount you have to pay out of pocket on each claim.
- A policy with \$100 deductible will cost more than one with \$250 deductible. Higher deductibles may be available at a reduced price.

## ***Basic Coverages Available***

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Whether you own or rent, there are different packages of home insurance offered to protect your home and belongings.

Each package protects against a specified number of perils. Perils are events that cause damage to property. Three examples are fire, windstorm and theft. In addition to coverage for named perils, each package policy usually contains four additional types of coverage: property damage, additional living expenses, personal liability and medical payments. Home insurance policies apply to most owner occupied single-family homes, and are modified slightly for apartments and condominiums.



### **Property Damage**

Property damage coverage helps pay for damage to your home and personal property. Other structures

such as tool sheds, detached garages, houses and their contents are also covered. You should check with your agent or your insurance company to determine if the amount of coverage on other structures is sufficient.

Personal property is the contents of your home and other personal belongings owned by you or family members who live with you.

Home insurance policies may provide limited coverage for small boats; however, most home insurance policies do not cover motorized vehicles unless they are unlicensed and used only at your home. Your insurance agent or your insurance company can help you find appropriate coverage for your car, boat, snowmobile or other recreational equipment.

Some forms of personal property, such as, silverware, computers, guns, money, expensive antiques and jewelry, have limited coverage under your homeowner's policy and may need additional insurance. This coverage can be added to your policy as an endorsement.

You can choose to insure your home and belongings for either replacement cost or actual cash value. These terms are explained below.

### **Replacement Cost or Actual Cash Value?**

**Replacement cost** is the amount it would take to replace or rebuild your home or repair damages with materials of similar kind and quality, without deducting for depreciation.

Depreciation is the decrease in home or property value since the time it was built or purchased because of age or wear and tear.

Many insurers require homeowners to insure their homes for at least 80 percent of the replacement cost. If the homeowner fails to insure for at

least 80 percent of the replacement cost, a penalty is applied to partial losses. For example, if it would cost \$50,000 to replace your home and it is insured for \$40,000 (80 % of its replacement value), and a fire causes \$25,000 worth of damage, then your insurance company will pay the full \$25,000.

On the other hand, if your \$50,000 home is insured for \$30,000 (which is less than 80 % of its replacement value), and you suffer a \$25,000 loss, your company would pay for only part of the loss. You would have to pay the balance out of pocket. Your company would pay for damages based upon the following formula:

$$\frac{\text{Amount of Insurance Carried}}{\text{Amount of Insurance Necessary to cover assets (80\% of \$50,000)}} = \frac{\$30,000}{\$40,000} = \frac{3}{4} \text{ or } 75\%$$

Using these figures, your company will only pay for 75 % of your \$25,000 loss. Hence,  $\frac{3}{4} \times \$25,000 \text{ loss} = \$18,750$  paid by the company. You would have to pay the balance: \$6,250.

As you can see, insuring your home for at least 80 % of its replacement cost is very important. Check with your agent or insurance company to see what is required. You may wish to insure at 100 % of replacement cost so you will have sufficient coverage in the event of a total loss.

**Actual cash value** is the amount it would take to repair or replace damage to your home after depreciation. For example, if your roof has a 20-year warranty and is 17 years old, there would be a depreciation for the age and condition of the roof.

Most standard home insurance policies cover the contents of your home (i.e., personal belongings) on an actual cash value basis. Many insurers offer an option for you to insure your belongings at replacement cost. The premium will be slightly higher for this coverage; however, you may want to consider the option.

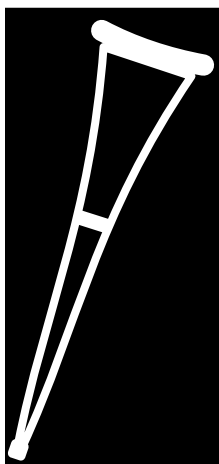
Whether your home is insured for replacement value or actual cash value, it is important to keep track of its value. For instance, the addition of a room, new insulation and yearly inflation all increase the replacement cost of your home, while the actual cash value of the home may decrease over time.

Check with your agent or insurance company at least once a year to make sure your policy provides adequate coverage.



## **Additional Living Expenses**

Most home insurance policies provide additional living expenses that will pay some expenses if your home is damaged by an insured event to the extent that you cannot live there while repairs are being made, or if you are denied access to your home by government order. These expenses could include limited motel, restaurant and warehouse storage.



## **Personal Liability**

This coverage protects you against a claim or lawsuit resulting from (non-auto and non-business) bodily injury or property damage to others caused by your negligence. This coverage applies to you and all family members who live with you. You should check with your agent or insurance company to determine if the amount of personal liability coverage is sufficient.

## **Medical Payments**

Regardless of who is at fault, this coverage pays medical expenses for persons accidentally injured on your property by a member of your family or by your pets. Medical payments do not apply to your injuries or those of family members living with you or to activities involving your at-home business. You should check with your agent or insurance company to determine if the amount of medical payments coverage is sufficient.

# ***Insurance Forms***

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An insurance form is another name for an insurance policy, and it specifies what perils your home and belongings are insured against. The following are descriptions of the various insurance forms

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available for homeowners, renters and condominium owners. Not all insurers use these exact terms to describe their home insurance forms; however, the coverage provided will be similar.

## **Home Insurance**

The five homeowners package forms offered to owners of single family owner occupied homes are HO-1, HO-2, HO-3, HO-3 with HO-15 and HO-8. These policy forms insure your home and belongings against at least 11 named perils. The more perils your policy covers, the more you will pay for the policy.

- **Basic Form (HO-1)** insures your property against the first 11 basic perils shown in the chart on page 12.
- **Broad Form (HO-2)** covers the 18 perils listed in the chart on page 12.
- **Special Form (HO-3)**, the most popular of all homeowner's forms, offers a broad range of coverage. This form provides comprehensive coverage on your home and broad named peril coverage on your contents.
- **Comprehensive Form (HO-3 with HO-15)** covers your home and personal property for everything that is not specifically excluded. This policy generally provides the broadest coverage available, but is not offered by all companies. It usually costs more.
- **Modified Coverage Form (HO-8)** is designed to provide package coverage to the owner-occupants of homes that do not meet all the requirements applicable to other homeowners forms. The HO-8 provides building and personal property coverage slightly more restrictive than that of other homeowners forms for owner-occupants

that include a replacement cost clause. The HO-8 is particularly well-suited for residences that have suffered extensive depreciation.

Your home may not qualify for one of the five homeowners package policies; therefore, a company may offer you limited coverage on your house. This coverage may be Fire and Extended Coverage. Your home and only your home would be covered for damage due to very specific perils or losses.

## **Renters' Insurance**

If you rent an apartment or a house, you are responsible for liability coverage and for insuring your personal possessions. Liability coverage protects renters the same as it would if you were a homeowner.

The owner of the property is responsible for insuring the building and for obtaining his or her own liability coverage.

- **Tenants Form (HO-4)**, or a renter policy, insures your household contents and personal belongings against the perils included in the home insurance Broad Form (HO-2). (Please see page 12.) Like home insurance, it provides coverage for additional living expenses and includes personal liability protection.

## **Condominium Insurance**

Your condominium association should purchase a policy that covers the building, including any common walls and grounds, including liability associated with common properties. You have a right to examine the association policy.

To protect your contents and interior walls, you may purchase Unit-Owners Form (HO-6). An

individual unit-owner policy is similar to home insurance and renters' insurance.

- **Condominium Unit-Owners Form (HO-6)** will cover a unit-owner who wishes to insure his or her property or to cover any items not insured by the association's policy. A unit-owner policy will also pay for property damage to personal belongings, wall, floor and ceiling coverings, and any accessories not originally installed in the unit. It also provides personal liability protection.

## **Optional Coverages You May Wish to Consider**

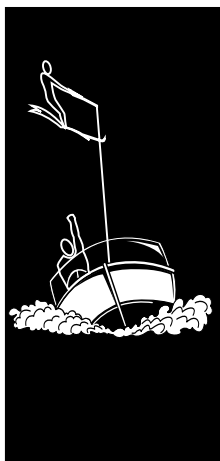
- **Guaranteed Replacement Cost Coverage**  
Guaranteed replacement cost coverage is the most complete coverage for your home. To obtain this type of coverage, you typically must meet specific underwriting rules and conditions of the company. This may include increasing the amount of your insurance on a monthly, quarterly or yearly basis to keep up with the inflation rate. Check with your insurance agent to determine if an additional premium is required and if there are exclusions or conditions that apply.
- **Inflation Guard Endorsement**  
If the replacement cost of your home is increasing with inflation, your policy limits must be periodically increased to maintain your coverage at 80% or higher. Even though the amount of homeowners insurance you carry is at least 80% of your home replacement cost, this amount of coverage may not be enough in the future.

To aid you in keeping coverage at an adequate level, some companies offer an "Inflation Guard Endorsement." This endorsement will allow your insurance company to automatically change your

policy limit during the policy period. Normally, the higher premium is not paid until the time of renewal.

Even if you have this endorsement on your policy, you should check your coverage limits periodically to make sure you are adequately, but not excessively, insured. Not all companies offer this endorsement, so check with your agent or company if you are interested in purchasing it.

- **Scheduled Personal Property Endorsement**  
This endorsement is sometimes called a “personal article floater.” A personal article floater covers possessions such as jewelry, furs, stamps, coins, guns, computers, antiques and other items that may exceed normal limits in your regular home insurance policy. A personal article floater itemizes each article, gives a description of the article insured and lists excluded perils. It often provides coverage that is broader than the coverage granted in the home insurance policy. There is typically no deductible applied to this coverage.
- **Increased Limits on Money and Securities**  
This endorsement increases the coverage on money, bank notes, securities, deeds, etc.
- **Secondary Residence Premises Endorsement**  
Homeowners coverage under this endorsement applies to a secondary residence (example: summer home). Remember that these secondary residences are **not** automatically covered by the home insurance policy on your primary or principal residence.
- **Watercraft Endorsement**  
Applicable to small sailboats and outboard motor boats, this endorsement broadens personal liability and medical payments coverage on them.
- **Theft Coverage Protection Endorsement**  
As a result of this endorsement, your theft protection is broadened. The contents of your



motor vehicle, trailer or watercraft are covered without proof of forcible entry. This endorsement applies only to forms HO-1, HO-2, HO-3 and HO-4.



- **Credit Card Forgery and Depositors Forgery Coverage Endorsement**

Loss, theft or unauthorized use of credit cards (with certain exceptions) is covered by this endorsement. Also covered is the forgery of any check, draft, promissory note, etc., again with certain exceptions. No deductible applies to this endorsement.

- **Flood Insurance**

Standard home insurance policies do not cover flood damage. Depending on where your home is located, you may qualify for flood insurance through the National Flood Insurance Program. Some insurance companies also offer flood insurance. Your agent or insurance company can assist you with application forms for flood coverage. If your home is located in a flood plain, your lender should require flood insurance. Just because your home is not in a designated flood plain don't assume you will never incur flood damage. For more information about federal flood insurance, contact the National Flood Insurance Program at 1-800-638-6620.



























































































































































- **Earthquake Insurance**

Earthquake insurance is available through most insurance companies at an additional cost. It is normally issued as an endorsement and attached to your home insurance policy.

- **Windstorm Coverage**

Most home insurance policies cover damage caused by windstorm and hail. However, in some areas of certain states, mostly coastal, this coverage is excluded from the standard policy. For more information, ask your insurance agent or insurance company if this peril is covered by your policy.

# Loss Chart

Kind of Policy						Losses Covered		
DF-1	HO-1 Basic	HO-2 Broad	HO-3 Special	HO-3/ HO-15 Comp.	HO-8	 Dwelling	 Contents	
								Fire or lightning
								Loss of property removed from premises endangered by fire or other perils
								Windstorm or hail
								Explosion
								Riot or civil commotion
								Aircraft
								Vehicles
								Smoke
								Vandalism and malicious mischief
								Theft
								Breakage of glass constituting a part of the building
								Falling objects
								Weight of ice, snow, sleet
								Collapse of building(s) or any part thereof
								Sudden and accidental tearing apart, cracking, burning, or bulging of a steam or hot water heating system or of appliances for heating water
								Accidental discharge, leakage or overflow of water or steam from within a plumbing, heating or airconditioning system or domestic appliance
								Freezing of plumbing, heating and air-conditioning systems and domestic appliances
								Sudden and accidental damage from artificially generated currents to electrical appliances, devices, fixtures and wiring (TV and radio tubes not included)
								All perils except flood, earthquake, war, nuclear accident and others specified in your policy. Check your policy for a complete listing of perils not covered.

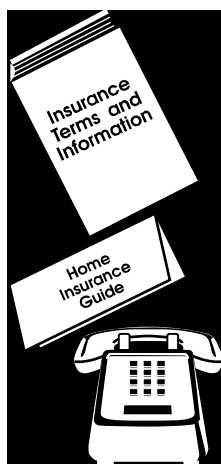
# Smart Shopping

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The key to comparison shopping is to know what insurance coverages you need before you start and then to find out how much those coverages will cost from a number of insurers. Comparison shopping takes time but will save you money.

Different companies charge different rates for the same coverage.

No one wants to pay more for their home insurance than they absolutely have to. The only way you can make certain you are not paying too much is to shop around. Find out what different insurers charge for identical products and services.



## Seek Unbiased Information

Information is available to consumers from a number of unbiased sources. These sources include public libraries, state insurance departments, consumer groups and consumer publications.

Because the insurance industry, like many other industries, has developed many words not commonly used by the average person, consumers may need to find a good glossary or dictionary of insurance terms from the public library.

Consumers may also obtain a wide variety of information from their state insurance department. Most insurance departments publish home insurance guides that contain information specific to that particular jurisdiction. Every state insurance department has personnel available to answer questions regarding home insurance coverage.

Many state insurance departments help the citizens of their state to comparison shop by publish-



ing premium comparisons. Premium comparisons survey the insurance companies with regard to their rates for a number of locations and typical policyholders. The results of the survey are published for public use. If your insurance department publishes a premium comparison, it can only be used to give you a general idea of rates available in your state. For specific information, you must contact individual insurers. However, premium comparisons may help you to narrow your choice of insurers or agents you want to call.

## Where to Shop

When you begin to contact insurers, there are a few things you should know about how insurance companies market their products.

Most insurance companies and many agents advertise. Check the newspaper and yellow pages of the telephone directory for companies and agents in your area. In addition, contact your neighbors, relatives and friends for recommendations on insurance companies and agents. Ask them about their experience regarding price and service. In particular ask them what kind of claim service they have received from the companies they recommend.

Consumers often rely on their insurance agent or company to tell them what kind of coverage they need. Insurance agents are paid on a commission basis. **Remember, competition only works if the consumer shops for coverage.**

## Price Quotations

When shopping for home insurance, premium quotations are a useful tool for comparison of different companies' products. When asking for price quotations, it is crucial that you provide the same information to each agent or company.

To give you an accurate quote the agent or company will usually request the following information:

- description of your house;
- distance from the nearest fire department and fire hydrant;
- square footage;
- security devices;
- a picture of your home;
- the coverages; and
- limits you want.

This information is necessary to the rating process described earlier in this guide.

You should understand that not all insurance companies use insurance agents to sell their product. Insurance companies generally use one of three methods to market their product: direct marketing, independent agents or exclusive agents. The type of marketing method may be good or bad for a consumer, depending on the type of services offered. Therefore, consumers should be aware of each of the three methods and may want to consider them in their purchase decision.

**Direct marketers** sell insurance through the mail and by telephone. In some cases, consumers can save money with direct marketers because these companies do not have to pay insurance agents commissions to sell their policies. Companies can pass along some of

these savings to the consumer. However, some consumers prefer to pay an additional premium for the opportunity to have a local agent available to them.

If you decide to call agents for quotations, ask them how many companies they represent. **Independent agents** represent several companies; therefore, you can get quotes for more than one company from one agent. This is considered an advantage to many consumers.

Some insurance companies sell coverage through agents that only represent their company. These companies call their agents an **exclusive agency force**. Exclusive agents can only offer you coverage from the company they represent; therefore, you can only get a quote from one company for each exclusive agent that you talk to.

Sometimes exclusive agents may work for a lower rate of commission than independent agents. This is because companies do not have to give the agent an incentive to write their product over another company's product. The lower commission structure, especially on commissions for renewal business, can represent significant cost savings to the insurance company and often a portion of that savings is passed along to the consumer in lower premiums.

## **For Your Protection**

Once you have selected the insurance coverages you need and an insurance agent or company, there are steps you can take to make certain you get your money's worth.



**Before  
you buy...  
call your  
state  
insurance  
department**

Before signing an application for any insurance coverage, call your state insurance department and verify that the company and the agent you are dealing with are licensed in your state. It is illegal for unlicensed insurers to sell insurance. Business cards are not proof of a licensed insurance agent or company. If you do business with an unlicensed agent or company, you have no guarantee that the coverage you pay for will ever be honored. If you purchase insurance from companies not legally doing business within your state, you will not be protected by the guaranty fund should the company fail.

Every state has a safety net to protect insurance consumers from financial loss in the rare instance that a company becomes insolvent. This safety net is called a “guaranty fund.” The guaranty funds are established by state law and are composed of licensed companies in the state. They pay the claims of policyholders and other claimants of an insolvent company. The money to pay the claims against the insurance company comes from assessments made against all of the insurance companies that are members of the guaranty fund.

If you are contacted by an unlicensed agent or company, call your state insurance department immediately so that regulatory action can be taken. By doing so, you may protect someone less knowledgeable than you from being victimized.

You should be aware that a home insurance policy is a legal contract. It is written so that your rights and responsibilities as well as those of the insurance company are clearly stated. When you purchase home insurance, you will receive a policy. You should read that policy and make certain you understand its contents. If you have questions about your insurance policy, contact your insurance agent or

company for clarification. Keep your policy in a safe place and know the name of your insurer. If you still have questions, call your state insurance department.

## ***Your State Insurance Department***

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Your state insurance department exists to serve you. State insurance departments can be a source of unbiased information and assistance to you.

State insurance departments regularly publish written information valuable to the home insurance consumer. They may have additional consumer guides that outline your specific rights and responsibilities under your state's insurance laws and regulations. They also may publish premium comparison reports for your use in shopping for insurance. If you do not understand your insurance policy, you can call your state insurance department and ask questions.

If you have a complaint against an insurer, it is always best to contact your insurance company first and attempt to settle the matter. Most insurance companies have policyholder service offices set up precisely to handle such questions. If you still are not satisfied, contact your state insurance department. State insurance departments have complaint specialists to help you with your problem. Although they cannot represent you legally against an insurance company or adjustor, they can make appropriate investigation into potential violations of insurance laws or regulations based upon your complaint.

# ***List of State Insurance Departments***

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Each state has its own laws and regulations governing all types of insurance. The insurance departments are responsible for enforcing these laws, as well as providing the public with information about insurance. Please note that calls to 800 numbers listed here can only be made from within the respective state.

## **Alabama**

Insurance Department  
201 Monroe Street, Suite 1700  
Montgomery, AL 361604  
(205) 269-3550

## **Alaska**

Division of Insurance  
550 West 7th Ave., Suite 1560  
Anchorage, AK 99501-3567  
(907) 269-7900

## **American Samoa**

Insurance Department  
Office of the Governor  
Pago Pago, AS 96799  
(684) 633-4116

## **Arizona**

Insurance Department  
Consumer Affairs and  
Investigation Div.  
2910 N. 44th St., Suite 210  
Phoenix, AZ 85018-7256  
(602) 912-8400

## **Arkansas**

Insurance Department  
Consumer Services Division  
1200 West Third Street  
Little Rock, AR 72201-1904  
(501) 371-2640  
(800) 852-5494

## **California**

*Main Office*  
Insurance Department  
Consumer Services Division  
Ronald Reagan Building  
300 S. Spring Street  
Los Angeles, CA 90013  
(213) 346-6400  
(800) 927-4357

### *Sacramento Office*

300 Capitol Mall, Suite 1700  
Sacramento, CA 95814  
(916) 492-3500

### *San Francisco Office*

45 Fremont St., 23rd Floor  
San Francisco, CA 94105  
(415) 538-4010

**Colorado**

Insurance Division  
1560 Broadway  
Suite 850  
Denver, CO 80202  
(303) 894-7499

**Connecticut**

Insurance Department  
153 Market Street, 7th Floor  
Hartford, CT 06103  
(800) 297-3800

**Delaware**

Insurance Department  
Rodney Building  
841 Silver Lake Boulevard  
Dover, DE 19901  
(302) 739-4251  
(800) 282-8611

**District of Columbia**

Insurance Department  
810 First St., NE, Suite 701  
Washington, DC 20002  
(202) 727-8000

**Florida**

Department of Insurance  
State Capitol, Plaza Eleven  
Tallahassee, FL 32399-0300  
(850) 413-2806  
(800) 342-2762

**Georgia**

Insurance Department  
2 Martin Luther King, Jr., Drive  
704 West Tower  
Atlanta, GA 30334  
(404) 656-2056

**Guam**

Insurance Department  
P.O. Box 23607  
GMF, Guam 96921  
011 (671) 475-1843

**Hawaii**

Department of Commerce  
and Consumer Affairs  
Insurance Division  
PO Box 3614  
Honolulu, HI 96811-3614  
(808) 586-2790

**Idaho**

Insurance Department  
Public Service Department  
700 W. State Street, 3rd Fl.  
Boise, ID 83720  
(208) 334-4250

**Illinois**

Insurance Department  
100 W. Randolph, Suite 9-301  
Chicago, IL 60601-3251  
(217) 785-5516

**Indiana**

Insurance Department  
311 W. Washington St., Suite 300  
Indianapolis, IN 46204-2787  
(317) 232-2385  
(800) 622-4461 (In-State Only)

**Iowa**

Insurance Division  
330 E. Maple Street  
Des Moines, IA 50319  
(515) 281-5253  
(877) 955-1212

**Kansas**

Insurance Department  
420 SW 9th Street  
Topeka, KS 66612  
(785) 296-3071  
(800) 432-2484

**Kentucky**

Insurance Department  
215 W. Main Street  
PO Box 517  
Frankfort, KY 40602  
(502) 564-6027

**Louisiana**

Insurance Department  
1703 North 3rd Street  
Baton Rouge, LA 70802  
(225) 342-5423

**Maine**

Bureau of Insurance  
Consumer Division  
State Office Bldg., Station 34  
Augusta, ME 04333-0034  
(207) 624-8401

**Maryland**

Insurance Department  
Consumer Services Section  
525 St. Paul Place  
Baltimore, MD 21202  
(410) 468-2090

**Massachusetts**

Insurance Division  
Consumer Services Section  
One South Station, 5th Floor  
Boston, MA 02210  
(617) 521-7794

**Michigan**

Insurance Department  
611 W. Ottawa Street, 3rd Floor  
Lansing, MI 48913  
(517) 373-0220



**Minnesota**

Insurance Department  
Department of Commerce  
85 7th Place, East, Suite 500  
St. Paul, MN 55101  
(651) 296-5769

**Mississippi**

Insurance Department  
Consumer Assistance Division  
PO Box 79  
Jackson, MS 39205  
(601) 359-3569

**Missouri**

Department of Insurance  
Consumer Services Section  
301 W. High Street, Suite 530  
Jefferson City, MO 65102  
(573) 751-4126  
(800) 726-7390 (In-State Only)

**Montana**

Insurance Department  
840 Helena Avenue  
Helena, MT 59601  
(406) 444-2040  
(800) 332-6148

**Nebraska**

Insurance Department  
Terminal Building, Suite 400  
941 "O" Street  
Lincoln, NE 68508  
(402) 471-2201  
(877) 564-7323 (In-State Only)

**Nevada**

Division of Insurance  
Consumer Services  
788 Fairview Drive, Suite 300  
Carson City, NV 89701  
(775) 687-4270  
(800) 992-0900 (In-State Only)

**New Hampshire**

Insurance Department  
Complaints, Property & Casualty  
21 South Fruit St., Suite 14  
Concord, NH 03301  
(603) 271-2261

**New Jersey**

Insurance Department  
20 West State Street  
Roebbling Building  
CN325  
Trenton, NJ 08625  
(609) 292-5360

**New Mexico**

Insurance Department  
PO Drawer 1269  
Santa Fe, NM 87504-1269  
(505) 827-4601

**New York**

Insurance Department  
25 Beaver Street  
New York, NY 10004-2319  
(212) 480-2289  
Outside of New York City  
(800) 342-3736

**North Carolina**

Department of Insurance  
Consumer Services Division  
1201 Mail Service Center  
Raleigh, NC 27699-1201  
(919) 733-3058  
(800) 662-7777 (In-State Only)

**North Dakota**

Insurance Department  
Capitol Bldg., 5th Floor  
600 E Boulevard  
Bismarck, ND 58505-0320  
(701) 224-2440  
(800) 247-0560 (In-State Only)

**Ohio**

Insurance Department  
Consumer Services Division  
2100 Stella Court  
Columbus, OH 43215-1067  
(800) 686-1526  
(614) 644-2658

**Oklahoma**

Insurance Department  
2401 NW 23rd St., Suite 28  
Oklahoma City, OK 73107  
(405) 521-2828  
(800) 522-0071

**Oregon**

Department of Consumer &  
Business Services  
Director's Office  
350 Winter Street NE, Room 440  
Salem, OR 97301-3883  
(503) 947-7980

**Pennsylvania**

Insurance Department  
Consumer Services Bureau  
1326 Strawberry Square, 13th Floor  
Harrisburg, PA 17120  
(717) 783-0442

**Puerto Rico**

Insurance Department  
Cobian's Plaza Building  
PO Box 8330  
Santurce, PR 00910-8330  
(787) 722-8686

**Rhode Island**

Insurance Division  
233 Richmond Street, Suite 233  
Providence, RI 02903-4233  
(401) 222-5466

**South Carolina**

Insurance Department  
Consumer Assistance Section  
PO Box 100105  
Columbia, SC 29202-3105  
(803) 737-6212  
(800) 768-3467 (In-State Only)

**South Dakota**

Insurance Department  
445 East Capitol Avenue, 1st Floor  
Pierre, SD 57501-3185  
(605) 773-4104

**Tennessee**

Department of Commerce & Insurance  
Insurance Assistance Office  
500 James Robertson Pkwy.  
Nashville, TN 37243-0565  
(615) 741-6007 or (800) 342-4029

**Texas**

Department of Insurance  
333 Guadalupe Street  
Austin, TX 78701  
(512) 463-6464  
(800) 578-4677 (In-State Only)

**Utah**

Insurance Department  
Consumer Services  
3110 State Office Building  
Salt Lake City, UT 84114-1201  
(801) 538-3800  
(800) 439-3805 (In-State Only)

**Vermont**

Dept. of Banking & Insurance  
Consumer Complaint Division  
89 Main Street, Drawer 20  
Montpelier, VT 05620-3101  
(802) 828-3301

**Virginia**

Bureau of Insurance  
Consumer Services Division  
1300 East Main Street  
Richmond, VA 23219  
(804) 371-9694  
(800) 552-7945 (In-State Only)

**Virgin Islands**

Insurance Department  
Kongens Gade, No. 18  
St. Thomas, VI 00802  
(340) 774-7166

**Washington**

Insurance Department  
Insurance 5000 Building  
PO Box 40255  
Olympia, WA 98504-0255  
(360) 725-7000  
(800) 562-6900

**West Virginia**

Insurance Department  
1124 Smith Street  
P.O. Box 50540  
Charleston, WV 25305-0540  
(304) 558-3354  
(888) 879-9842 (In-State Only)  
For hearing impaired: (800) 435-7381

**Wisconsin**

Insurance Department  
Complaints Department  
PO Box 7873  
Madison, WI 53707-7873  
(800) 236-8517 (In-State Only)  
(608) 267-1233

**Wyoming**

Insurance Department  
Herschler Building  
122 W. 25th Street, 3rd East  
Cheyenne, WY 82002  
(307) 777-7401  
(800) 438-5768 (In-State Only)

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